

**COUNTY
MANAGEMENT
EVALUATION
REVIEW**

2005

I. CUSTOMER SERVICE

- A. Do the county's application processing rates for normal and emergency service cases meet or fall below the state tolerance level?**
- B. How is Food Stamp Program information made available for potential recipients, particularly households leaving Work First (TANF)?**
- C. Conduct a case file review for households leaving Work First (TANF) that have been transferred to Transitional Food Stamps. Summarize findings.**
- D. Is the county required to prepare a corrective action plan based on the case file review?**
- E. How does the agency ensure program access to all households, especially for groups such as LEP (Limited English Proficiency), the elderly and working poor for whom normal case processing may create barriers?**
- F. Is each applicant/recipient afforded the opportunity to apply for and be interviewed for food stamp benefits on the same day he/she applies for other benefits, including Work First?**
- G. Are there prominent signs both outside and inside the facility to direct Food Stamp applicants to the agency? Are the required Food Stamp Program posters displayed in the agency?**
- H. What are the county's hours of operation?**
- I. Do the hours of operation adequately meet the needs of applicants/recipients?**

County Department of Social Services

Application Processing and Caseload Statistics

	% OVERDUE RATE					
Month	Apps. Taken	Apps. Approved	Apps. Denied	Ongoing Caseload	Emergency Processing	Normal Processing
Average				XXXXX		

II. PAYMENT ACCURACY / CORRECTIVE ACTION

- A. Does the agency food stamp payment accuracy rate meet or exceed the state tolerance level or county goal?**
- B. If the answer is “NO”, describe corrective action measures in place to improve its error rate. Does the agency participate in payment accuracy meetings?**
- C. Have there been corrective action requirements for other areas of the Program placed on the agency during the past 12 months? Are the corrective action strategies effective?**
- D. Was the agency required to implement corrective action as the result of the last ME review? What is the status of the corrective action?**

III. CIVIL RIGHTS

- A. Is everyone given an equal opportunity to participate?**
- B. Is Civil Rights training conducted annually in the agency?**
- C. Have there been any Civil Rights complaints in the past 12 months?**
- D. Is the agency aware of correct procedures for handling Civil Rights complaints?**
- E. Does the agency follow correct procedures for fair hearings (state appeals)?**
- F. Summarize results of contact made with a grassroots community representative (community or church leader, community action program) regarding Civil Rights issues and program access concerns related to the food stamp program.**
- G. Conduct a Case File Review to evaluate potential inequity in application processing and appropriate denials. Summarize findings.**
 - Total reviewed=XX**
 - Races represented: White=XX Black=XX Other=X Hispanic=XX**

IV. PROGRAM ACCESS

This information was provided in interviews with the following individuals:

- A. How long does an applicant usually wait to be interviewed?**
- B. Review the Intake Log. Is each applicant's arrival and time seen logged?**
- C. In what languages other than English are application materials and other program information made available?**
- D. How are application forms made available to applicants? Are blank applications readily accessible or must an applicant request one?**
- E. Are all applications screened for eligibility for expedited service? When is it done and who does it?**
- F. What happens if someone walks into the office five minutes before closing time?**
- G. If someone calls and asks for a Food Stamp application, what is he told?**
- H. How many applications does an intake worker conduct in a day? If initial application appointments are given, what is the estimated rate of no shows?**
- I. How are the number of applications received each day tracked? Is the applications log reconciled with FSIS to ensure all applications are registered as required?**
- J. What is the procedure for issuance of expedited benefits if a case is determined to be eligible for expedited service after the interview is conducted?**
- K. What happens if an applicant fails to keep a scheduled application interview appointment?**
- L. What happens if an applicants signs an application but cannot wait to be interviewed?**

- M. What is the procedure if someone wants to apply for other assistance in addition to Food Stamps?**
- N. Do you have any special considerations or provisions for elderly or disabled clients?**
- O. Do you refer pregnant Food Stamp applicants or those with children under age 5 to the WIC Program? If yes, what is the process?**
- P. The most recently established Food Stamp participation rate as a percentage of potentially eligible individuals is %. What outreach activities are being pursued to positively influence the participation rate?**

V. RECIPIENT CLAIMS / LOST BENEFIT RESTORATION

- A. Describe the process used to initiate referrals and to establish claims. How many referrals are generated each month? Is there one or more staff dedicated to Program Integrity functions?**
- B. Review the Referrals Entered/Processed Timely-Unassigned Cases Reports FRD-204 for the two months prior to the review. Who assigns referrals? Are cases assigned timely?**
- C. Review Case Detail by Investigator ID Reports, FRD-420. Are referrals processed within timeframes specified in program policy?**
- D. Review Caseload Statistics by Investigator ID, FRD 421 reports for the previous quarter for each Investigator ID. Are new referrals being received, and accepted? Are cases being completed?**
- E. Review the analysis of claims activity with counties of similar size Food Stamp caseloads. Are a comparable number of referrals being made? Are a comparable number of claims being established? Is money being collected on outstanding claims?**
- F. Are claims resulting from QC overissuances and underissuances established within a reasonable timeframe?**

- G. Are claims resulting from Fair Hearings established within timeframes specified in program policy?**
- H. Describe agency procedures for accepting, handling, and posting cash payments to EPICS.**
- I. Review the Investigator's Maintenance Report FRD-425. Describe activity to collect outstanding claim balances.**
- J. Review the Monthly Listing of Disqualified Recipient Records Report FRD-419. Describe the activity initiated based on this report.**
- K. Conduct a review of IPV claims case files. Summarize results.**